

August 11, 2011

#### VIA ELECTRONIC FILING

Ms. Marlene H. Dortch Secretary Federal Communications Commission 445 12<sup>th</sup> Street, SW Washington, DC 20554

Re:

WC Docket No. 11-42 - Lifeline and Link Up Reform and Modernization

CC Docket No. 96-45 - Federal-State Joint Board on Universal Service

WC Docket No. 03-109 - Lifeline and Link Up NOTICE OF EX PARTE PRESENTATION

Dear Ms. Dortch:

On August 11, 2011, Javier Rosado, Senior Vice President - Lifeline Services, TracFone Wireless, Inc. (TracFone) and I, on behalf of TracFone, met with members of the Wireline Competition Bureau Telecommunications Access Policy Division. Those members included Kimberly Scardino, Divya Chenoy, Cindy Spiers, Robert Finley, Jamie Susskind, Jonathan Lechter, and Graham Dufault.

During the meeting, we discussed various issues before the Commission in the above-captioned Lifeline Reform and Modernization proceeding. Issues discussed included a) whether and how the Commission should establish a non-usage policy for de-enrolling Lifeline customers who do not use their service; b) the processes and costs associated with annual verification of Lifeline customers' continuing eligibility; c) whether Lifeline benefits should be available with bundled service offerings; d) how to prevent duplicate enrollment and improper transfer of Lifeline services; d) the initial enrollment certification of eligibility and enrollment procedures; and e) whether and how to allow Link Up support for services which do not involve customary costs for commencement of service to new customers. Attendees at the meeting were provided with TracFone's Internet-based Enrollment User Guide. A copy of that Enrollment User Guide document is enclosed with this letter. Positions expressed by TracFone during this meeting were consistent with those expressed on the record previously in this proceeding.

Pursuant to Section 1.1206(b) of the Commission's Rules, this letter is being filed electronically. If there are questions, please communicate with undersigned counsel.

Respectfully submitted.

Mitchell F. Brecher

#### enclosure

Ms. Kimberly Scardino cc:

Ms. Jamie Susskind

Ms. Cindy Spiers

Ms. Divya Shenoy Mr. Robert (Beau) Finley Mr. Jonathan Lechter

Mr. Graham Dufault

## **ENCLOSURE**



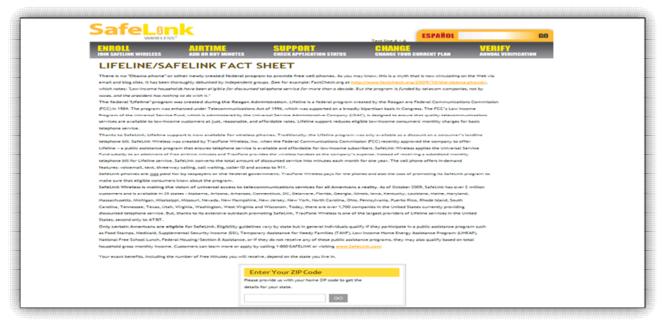
# Enrollment User Guide Document WEBSITE

### Enrolling Subscribers in SafeLink Wireless Pre Production Test – https://public.pre.vmbc.com/Safelink/enroll\_lifeline

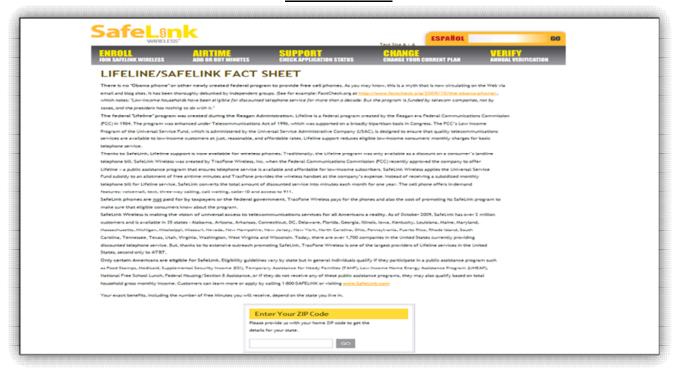
The Public website is - <a href="https://www.safelinkwireless.com">https://www.safelinkwireless.com</a>



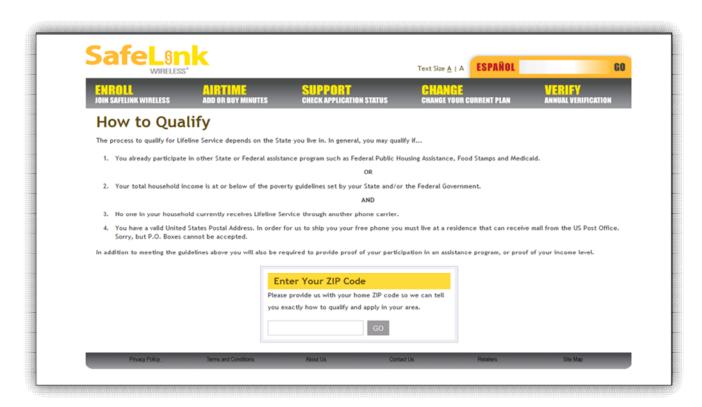
1. Click on [Enroll] or enter the zip code on the space provided or put the cursor on the [Learn More] tab and click either on ABOUT LIFELINE, HOW TO QUALIFY or HOW TO APPLY to enter your zip code (they all will take you to enter your zip code).



#### **ABOUT LIFELINE**

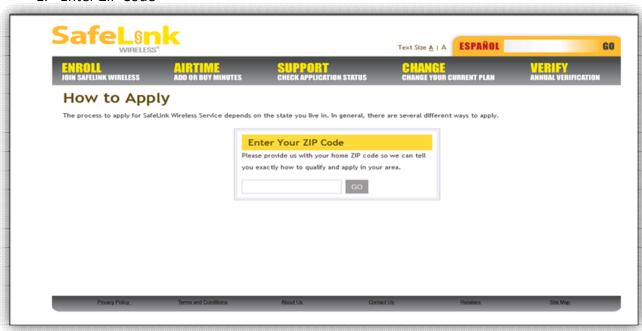


#### **HOW TO QUALIFY**

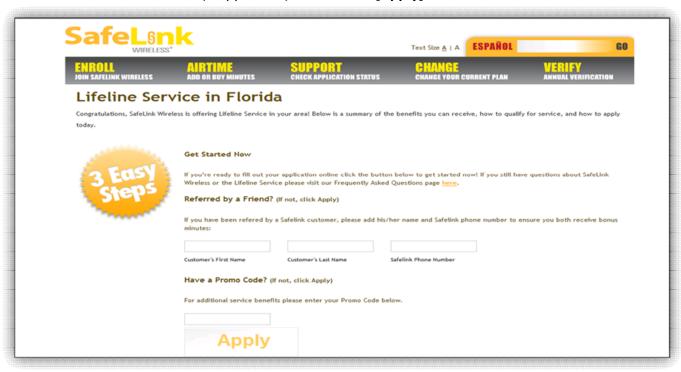


#### **HOW TO APPLY**

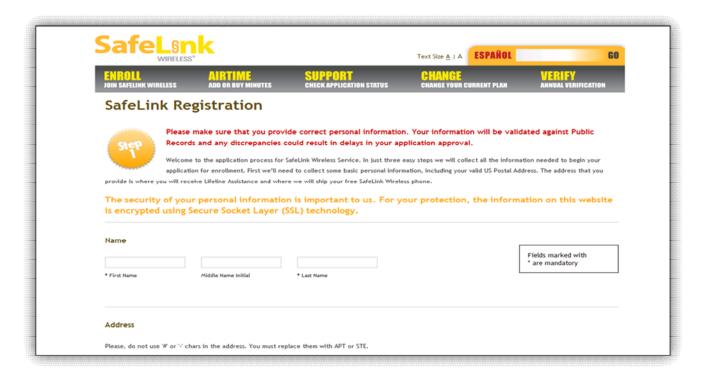
1. Enter ZIP Code



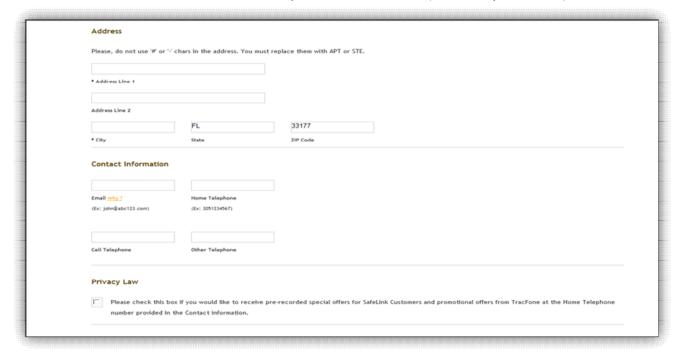
2. Enter Promo Code (If applicable) and Click on [Apply].



3. Enter Name from provided contact list (Required field)

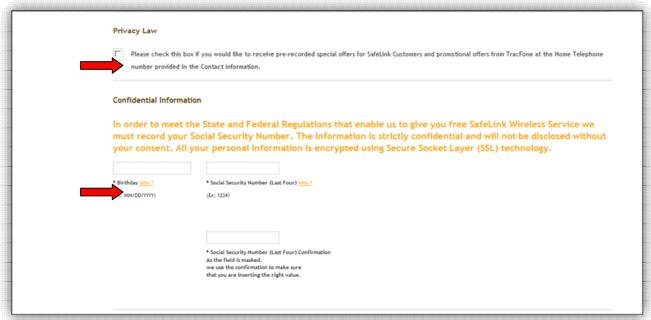


- 4. Enter Address from provided contact list (Required field)
- 5. Enter Contact Information from provided contact list (Not a Required field)

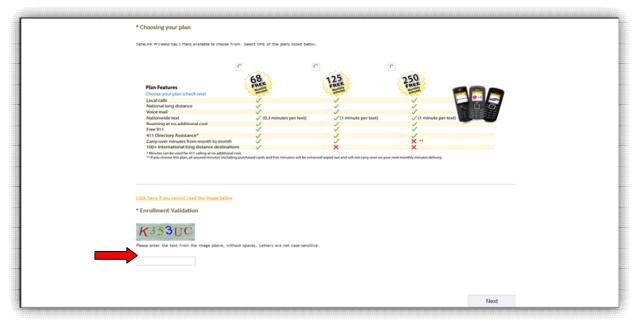


Page | 4

- 6. Click on **Privacy Law Checkbox** (Not a Required field)
- 7. Enter **Confidential Information** from provided contact list (birthday, last 4 of SSN)-(Required field)



8. Select one plan from the three choices provided in the **Choosing your plan** section-(Required field)



- 9. Enter the **Enrollment Validation** number on the space provided (see red arrow above).
- 10. Click [Next] to enroll by program qualification
  - a. You will have the option to enroll by Program or Income (*Note*: Not all states have Income Qualification. The Examples used for Income are from Florida. Florida verifies Income applicants through the Florida Office of Public Council (OPC) although the process is the same for other income states.

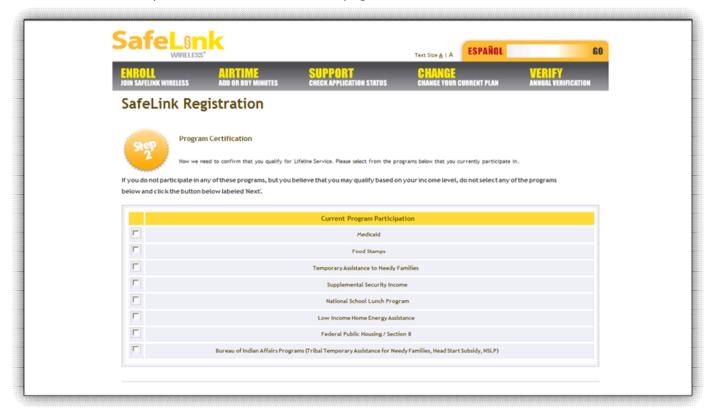
#### 11. To enroll by Income Qualification

#### NOTE:

b. To skip to Income Qualification, if applicable to the state and test you are running, click [Next] on the Program Qualification screen without selecting a program. If the state has Income Qualification then the option will be available. If the state does not have an Income option then you will not be able to proceed without selecting a program.

#### PROGRAM QUALIFICATION

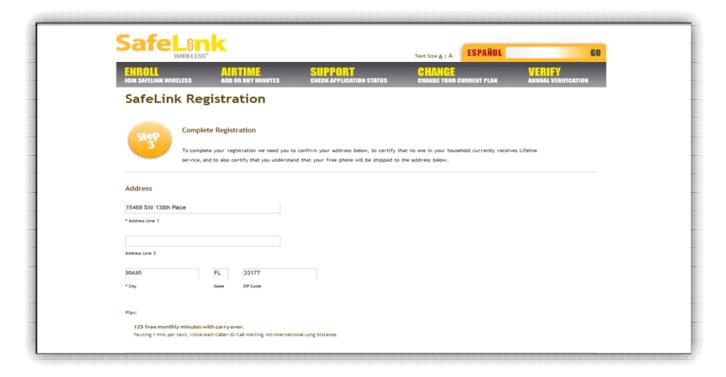
- 1. The Program Certification page will be displayed. If you are qualifying based on a Program provided by the state then you will need to fill out this page.
- 2. If you are qualifying by Income, then you can click **[Next]** without making a selection to skip to the Income Certification page.



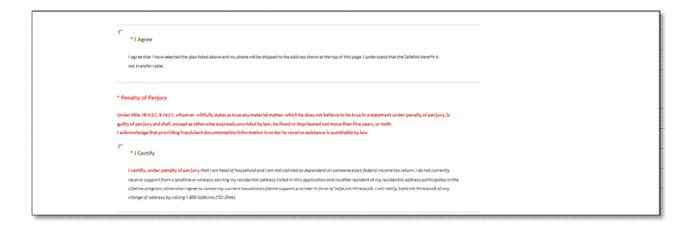
- 3. Select a qualifying program based on the state requirement (Required field).
- 4. Read the **Penalty of Perjury** statement and click on the [I Certify] check box (Required field).
- 5. Click [Next] to continue



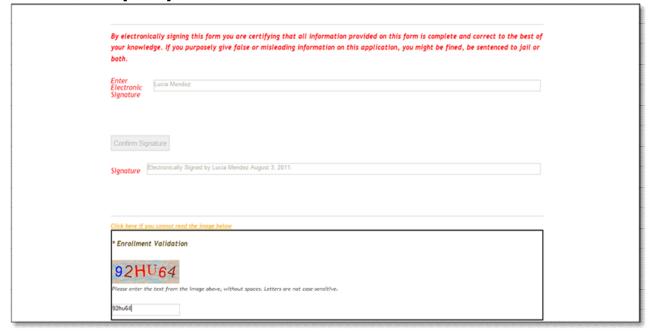
- 6. Verify address information
- 7. Verify plan selected



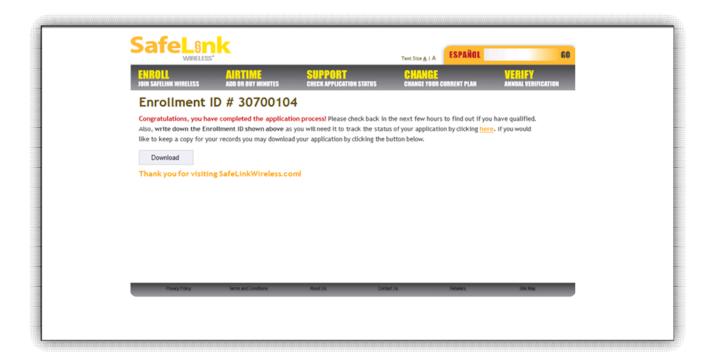
- 8. Click on the [I Agree] (which certifies the address and plan that was selected) (Required field).
- 9. Click on [I Certify] (certifying the head of household and single lifeline benefit rule) (Required field).



- 10. Click to Confirm the signature (Required field).
- 11. Enter the **Enrollment Validation** code as it appears (Required field).
- 12. Click [Finish]

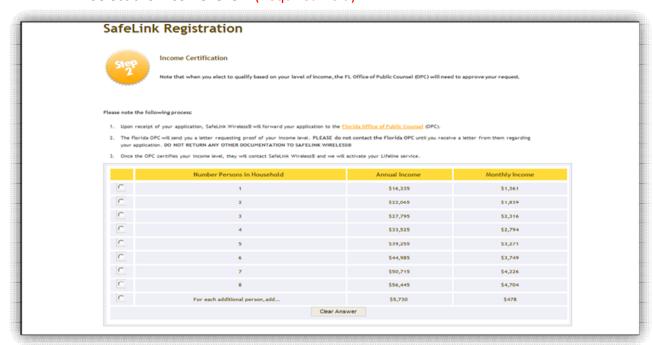


- 13. Write down the **Enrollment ID** for future reference.
- 14. You can click on Download as a record of the test if needed.

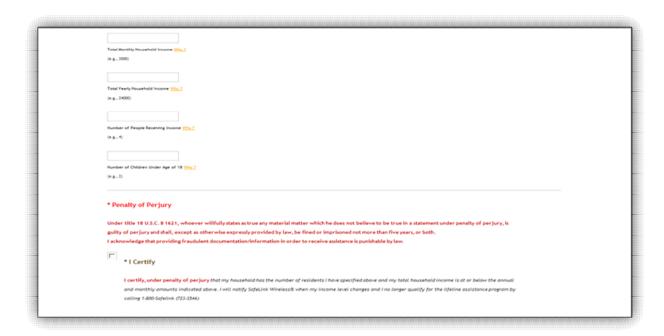


#### **INCOME QUALIFICATION**

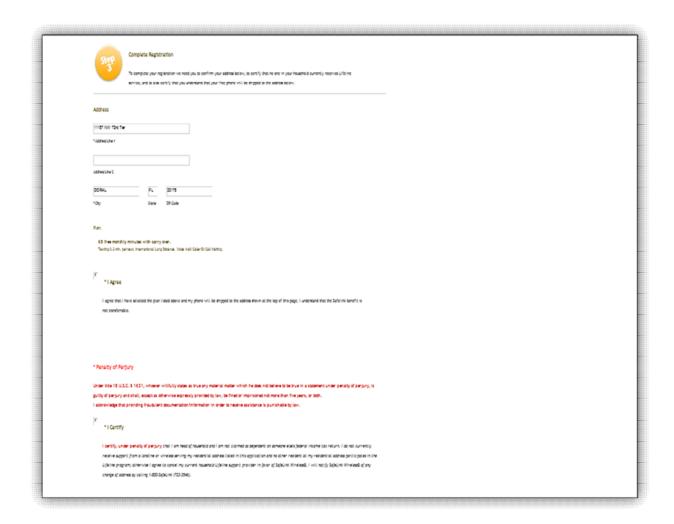
1. Select the Income level - (Required field).



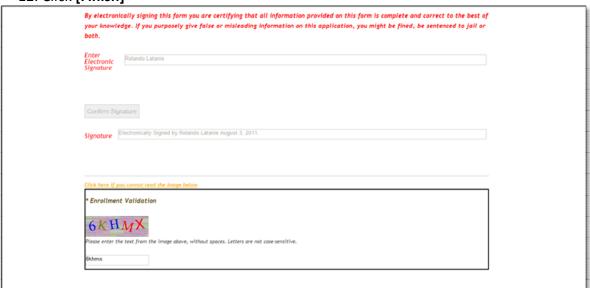
- 1. Enter Total Monthly Household Income (Required field).
- 2. Enter Total Yearly Household Income (Required field).
- 3. Enter Number of People Receiving Income (Required field).
- 4. Enter Number of Children Under Age of 18 (Required field).



- 5. Click on [I Certify] check box (Required field).
- 6. Click on [Next] to continue.
- 7. Verify address to make sure it is correct.
- 8. Click on [I Agree] (which certifies the address and plan that was selected) (Required field).
- 9. Click on [I Certify] (certifying the head of household and single lifeline benefit rule) (Required field).



- 10. Click to Confirm the signature (Required field).
- 11. Enter the Enrollment Validation code as it appears (Required field).
- 12. Click [Finish]





- 13. Please write down the Enrollment ID for future reference.
- 14. You can download and print the system form for a record if needed.